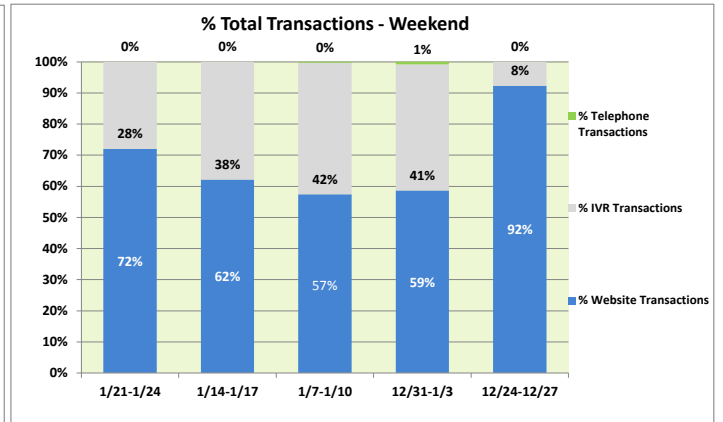
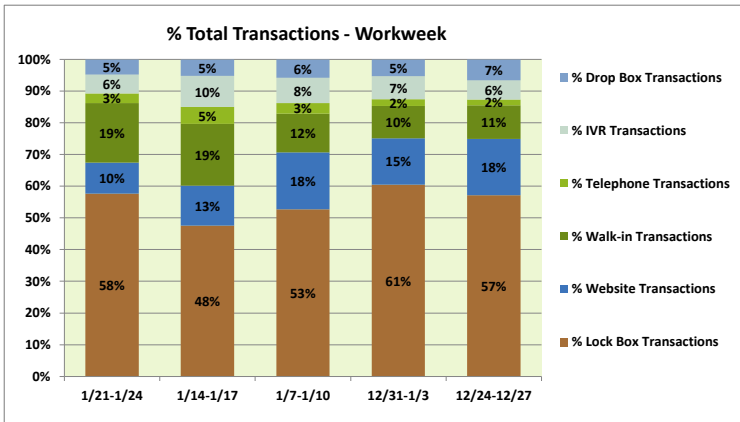


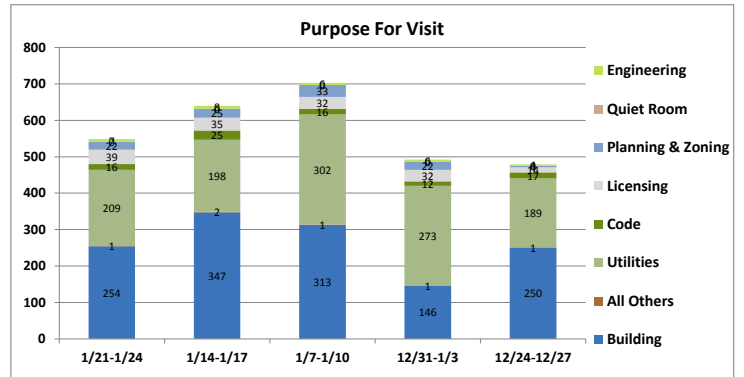
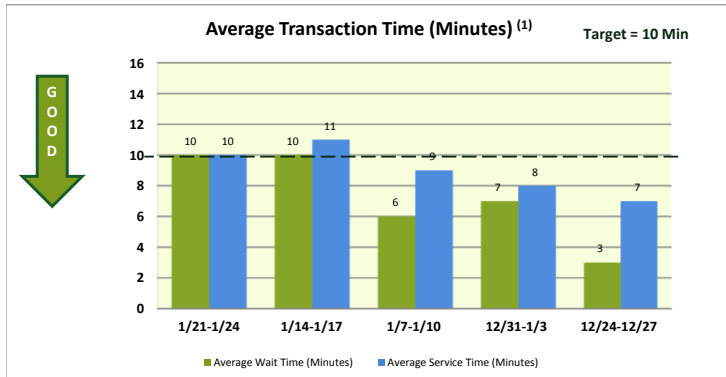


Customer Service - Weekly Performance Report

January 21, 2013 - January 24, 2013



Customer Service	MEASURE	1/21-1/24	1/14-1/17	1/7-1/10	12/31-1/3	12/24-12/27	FYTD 2013
Provides Customers with convenient service options	Workweek:						
	Lock Box Transactions	1,016	1,101	2,499	2,567	1,719	35,590
	Website Transactions	173	293	850	618	534	9,420
	Walk-in Transactions	332	451	582	435	319	8,117
	Telephone Transactions	52	123	156	89	55	2,352
	IVR Transactions	105	227	378	309	182	4,369
	Drop Box Transactions	85	121	276	223	198	3,507
	Total Workweek Transactions	1,763	2,316	4,741	4,241	3,007	63,355
	Weekend:						
	Telephone Transactions	0	0	1	3	0	16
	IVR Transactions	19	84	134	148	14	1,374
	Website Transactions	49	138	182	214	168	2,596
	Total Weekend Transactions	68	222	317	365	182	3,986
	Grand Total	1,831	2,538	5,058	4,606	3,189	67,341

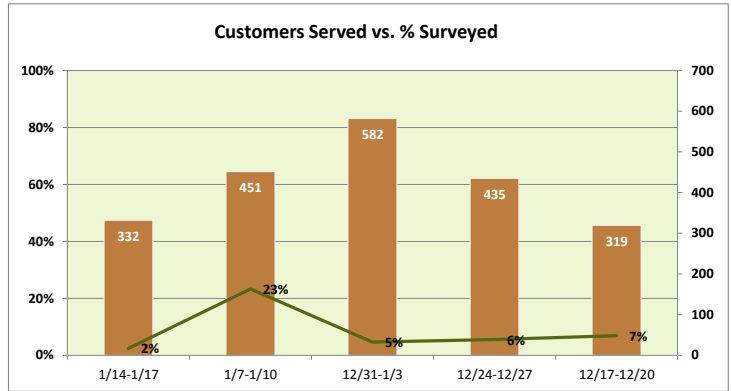


Provides Walk-in Customers with fast and accurate service delivery (2)	Walk-in Transactions	332	451	582	435	319	8,117
	Percent Walk-in Customers to Total Customers	19%	19%	12%	10%	11%	13%
	Average Service Time (Minutes)(1)	10	11	9	8	7	9
	Average Wait Time (Minutes)	10	10	6	7	3	9
	% Wait Time < or = 5 Minutes	41%	45%	62%	46%	68%	48%
	% Wait Time > or = 30 Minutes	9%	9%	4%	4%	0%	11%



Customer Service - Weekly Performance Report

January 21, 2013 - January 24, 2013



Meets Walk-In Customer Expectations	Customer Satisfaction Rating (2)	100%	94%	96%	96%	100%	97%
	Overall	97%					

This metric calculated by the weighted average method based on survey responses. Will be replaced by actual averages upon implementation of queuing software.

Note (1) New Lobby Registration System implemented 04/09/12

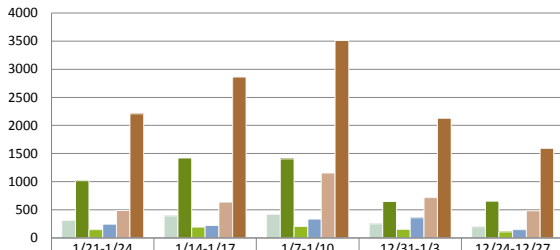
Note (2) New In-Lobby survey began in October 2011 for walk-in customers only

Data as of: January 24, 2013
4:28:19 PM

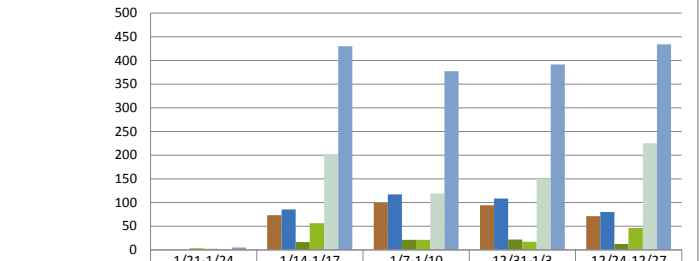
Customer Service - Weekly Performance Report

January 21, 2013 - January 24, 2013

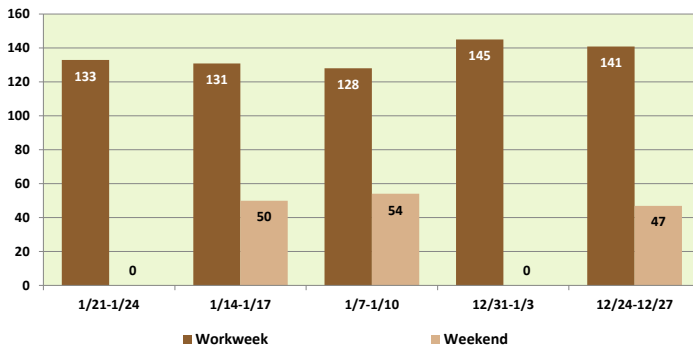
Calls Volumes (Business Hours)



Call Volumes (Weekend)

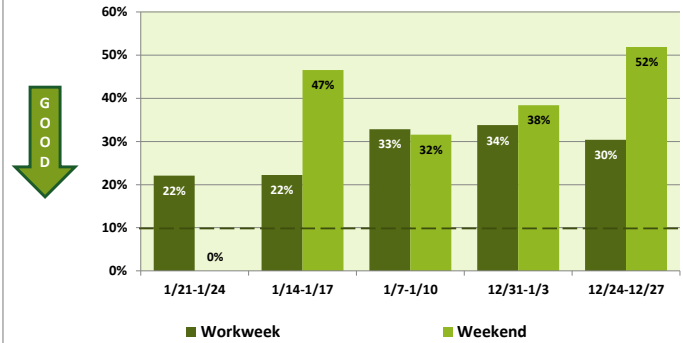


Average Call Duration (Seconds)



% Abandoned Calls

Target = 10%



Customer Service

MEASURE

1/21-1/24

1/14-1/17

1/7-1/10

12/31-1/3

12/24-12/27

FYTD 2013

Workweek:

Calls Handled

312

392

417

251

200

8,387

% Abandoned Calls

22%

22%

33%

34%

30%

24%

Average Call Duration (Seconds)

133

131

128

145

141

200

Weekend:

Calls Handled

0

73

99

94

71

1208

% Abandoned Calls

0%

47%

32%

38%

52%

26%

Average Call Duration (Seconds)

0

50

54

0

47

36

Responds quickly and efficiently to Customer telephone calls and inquiries